

Westgate Dental Clinic

Appointment Failure Policy

It is a privilege to provide dental services to our family of patients. We respect your time and make every effort to keep you from waiting within our dental office. As a result, your appointment time in our office is reserved exclusively for you. We understand that situations arise, just as they do for us; however, when a patient fails an appointment without notice, we cannot use that time to meet the needs of other patients.

Confirming an appointment Our staff will contact each patient multiple times prior to your appointment by text message, email, and telephone. To reserve your time, we do require a reply to one of these forms of communication prior to the day of appointment.

Please note: If you arrive to an unconfirmed appointment, we may no longer have this appointment time reserved for you but will always do our best to work you back into the schedule as time allows.

Canceling or rescheduling an appointment

If you would need to pause treatment or reschedule your appointment, we do request at least a 24-hour notice. This request will allow us to meet your needs as well as serving other patients that are awaiting an appointment time with us. There is a \$50 fee that will be charged for appointments canceled or rescheduled with less than 24-hour notice.

Late Arrival

When we reserve time for you, we require all of that reserved time to provide you the best quality dental treatment. If you arrive more than 10 minutes late, your appointment may need to be rescheduled to meet the needs of those who are on time.

No-Show Appointments

A “no show” or missed appointment occurs when a patient misses an appointment without cancelling at least 24 hours in advance. There is a \$50 fee that will be charged for any no show or missed appointments. Three “no show” or missed appointments may result in dismissal from our dental practice.

Patient Name: _____ Responsible Party: _____
(print name) (print name if different than patient)

Patient/Responsible Party Signature: _____ Date: _____